



TORQ Analysis of Data Entry Keyers to Insurance Claims Clerks

INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Data Entry Keyers	43-9021.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Insurance Claims Clerks	43-9041.01	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:

92

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	90	Level	95	Level	91

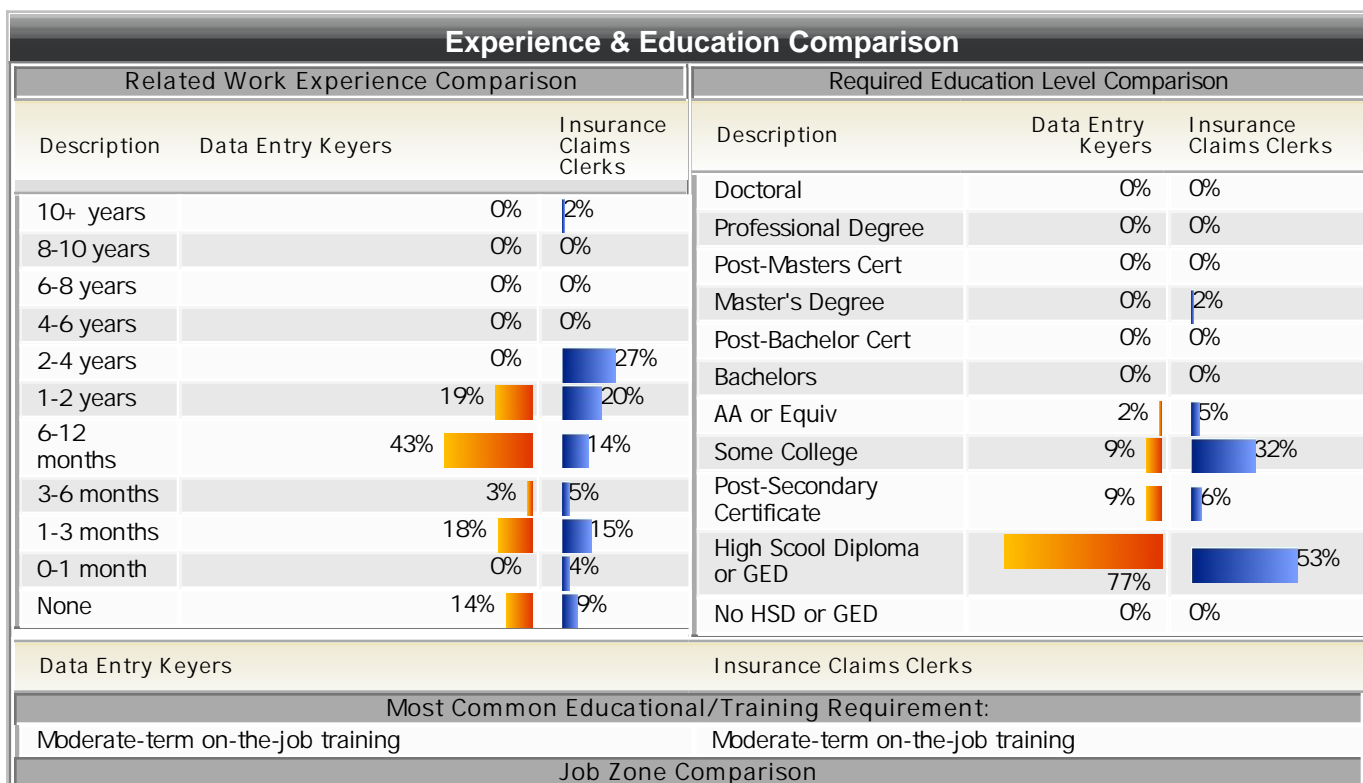
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Oral Expression	57	13	72	Reading Comprehension	58	9	77	Customer and Personal Service	79	15	85
Written Comprehension	55	11	78	Active Listening	54	1	75				
Written Expression	48	13	65								
Oral Comprehension	53	7	68								
Speech Clarity	46	7	68								
Deductive Reasoning	46	5	59								
Inductive Reasoning	46	5	50								
Information Ordering	48	4	62								
Speech Recognition	53	2	72								
Problem Sensitivity	41	2	50								

LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Claims Clerks. GAP refers to level difference between Data Entry Keyers and Insurance Claims Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Data Entry Keyers	Insurance Claims Clerks	Importance
Written Comprehension	44	55	78
Oral Expression	44	57	72





2 - Job Zone Two: Some Preparation Needed

Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

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Tasks

Data Entry Keyers

Core Tasks

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

Specific Tasks

Occupation Specific Tasks:

- Compare data with source documents, or re-enter data in verification format to detect errors.
- Compile, sort and verify the accuracy of data before it is entered.
- Load machines with required input or output media such as paper, cards, disks, tape or Braille media.
- Locate and correct data entry errors, or report them to supervisors.
- Maintain logs of activities and completed work.
- Read source documents such as canceled checks, sales reports, or bills, and enter data in specific data fields or onto tapes or disks for subsequent entry, using keyboards or scanners.

Insurance Claims Clerks

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Evaluating Information to Determine Compliance with Standards - Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

Specific Tasks

Occupation Specific Tasks:

- Apply insurance rating systems.
- Calculate amount of claim.
- Contact insured or other involved persons to obtain missing information.
- Organize and work with detailed office or warehouse records, using computers to enter, access, search and retrieve data.
- Pay small claims.
- Post or attach information to claim file.
- Prepare and review insurance-claim forms and related documents for completeness.
- Provide customer service, such as giving limited instructions on how to proceed with claims or providing referrals to auto



- Resolve garbled or indecipherable messages, using cryptographic procedures and equipment.
- Select materials needed to complete work assignments.
- Store completed documents in appropriate locations.

Detailed Tasks

Detailed Work Activities:

- conduct computer diagnostics to determine nature of problems
- enter time sheet information
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- load tapes, disks or paper into computers or peripherals
- maintain records, reports, or files
- operate scanner
- perform typing or data entry for extended duration
- process invoices
- process medical records
- route computer output to specified users
- set computer controls or devices in data processing center
- transcribe spoken or written information
- understand computer equipment operating manuals
- use computers to enter, access or retrieve data
- use relational database software
- use spreadsheet software
- use word processing or desktop publishing software
- verify completeness or accuracy of data

repair facilities or local contractors.

- Review insurance policy to determine coverage.
- Transmit claims for payment or further investigation.

Detailed Tasks

Detailed Work Activities:

- calculate insurance premiums or awards
- code data from records
- distribute correspondence or mail
- examine files or documents to obtain information
- fill out business or government forms
- follow contract, property, or insurance laws
- interview customers
- maintain insurance records
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from individuals
- provide customer service
- recommend claim action
- review data on insurance applications or policies
- review insurance policies to determine appropriate coverage
- review records for completeness
- search legal records
- take messages
- transcribe spoken or written information
- type letters or correspondence
- use computers to enter, access or retrieve data

Tools - Examples

- 10-key calculators
- Desktop computers
- Dictation machines
- Personal computers

Labor Market Comparison

Description	Data Entry Keyers	Insurance Claims Clerks	Difference
Median Wage	\$ 23,900	\$ 31,380	\$ 7,480
10th Percentile Wage	\$ 18,050	\$ 24,090	\$ 6,040
25th Percentile Wage	N/A	N/A	N/A



75th Percentile Wage	\$ 28,760	\$ 36,980	\$ 8,220
90th Percentile Wage	\$ 32,630	\$ 42,620	\$ 9,990
Mean Wage	\$ 24,820	\$ 32,190	\$ 7,370
Total Employment - 2007	800	1,810	1,010
Employment Base - 2006	776	1,849	1,073
Projected Employment - 2016	672	1,699	1,027
Projected Job Growth - 2006-2016	-13.4 %	-8.1 %	5.3 %
Projected Annual Openings - 2006-2016	19	22	3

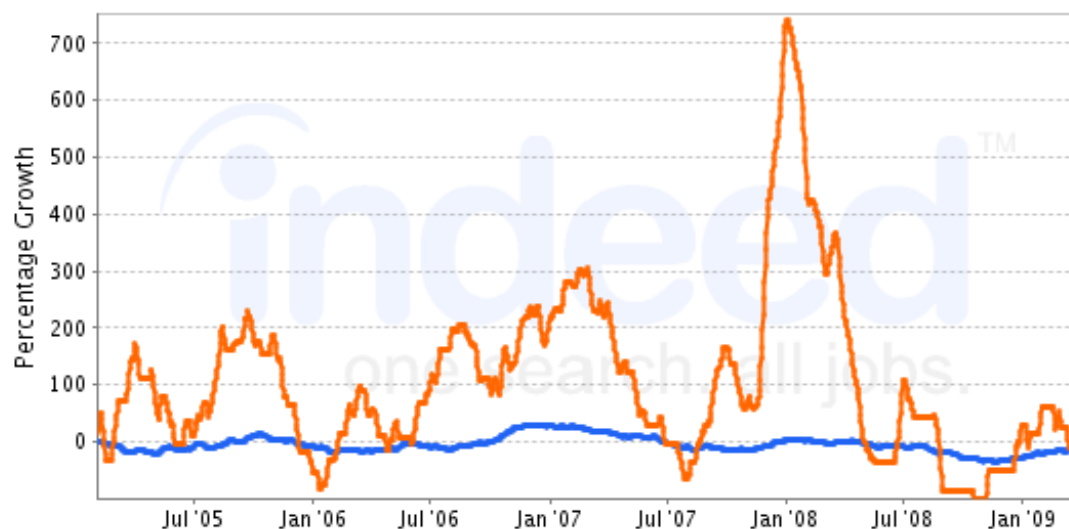
National Job Posting Trends

Trend for Data Entry Keyers

Trend for
Insurance
Claims
Clerks

Job Trends from Indeed.com

— Data Entry Keyer — Insurance Claims Clerk

Data from [Indeed](http://Indeed.com)

Recommended Programs

General Office/Clerical and Typing Services

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu



Maine Statewide Promotion Opportunities for Data Entry Keyers

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-9021.00	Data Entry Keyers	100	2	800	\$23,900.00	\$0.00	-13%	19
43-9041.02	Insurance Policy Processing Clerks	92	2	1,810	\$31,380.00	\$7,480.00	-8%	22
43-9041.01	Insurance Claims Clerks	92	2	1,810	\$31,380.00	\$7,480.00	-8%	22
43-4031.03	License Clerks	91	2	1,190	\$27,650.00	\$3,750.00	9%	37
43-9061.00	Office Clerks, General	91	2	13,910	\$24,040.00	\$140.00	5%	339
43-4031.01	Court Clerks	90	2	1,190	\$27,650.00	\$3,750.00	9%	37
43-4011.00	Brokerage Clerks	90	3	270	\$39,120.00	\$15,220.00	-13%	8
43-3021.02	Billing, Cost, and Rate Clerks	90	3	1,990	\$27,580.00	\$3,680.00	1%	28
43-9022.00	Word Processors and Typists	89	2	710	\$25,320.00	\$1,420.00	-18%	14
43-6014.00	Secretaries, Except Legal, Medical, and Executive	89	2	10,400	\$28,260.00	\$4,360.00	-6%	172
13-2053.00	Insurance Underwriters	88	3	460	\$56,090.00	\$32,190.00	-1%	12
29-2071.00	Medical Records and Health Information Technicians	88	3	760	\$29,180.00	\$5,280.00	16%	34
43-6011.00	Executive Secretaries and Administrative Assistants	88	3	3,330	\$38,830.00	\$14,930.00	6%	76
43-3051.00	Payroll and Timekeeping Clerks	88	3	650	\$30,470.00	\$6,570.00	-3%	17
43-6012.00	Legal Secretaries	87	3	1,300	\$33,360.00	\$9,460.00	5%	29

Top Industries for Insurance Claims Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Insurance agencies and brokerages	524210	27.08%	68,773	70,013	1.80%
Direct insurance (except life, health, and medical) carriers	524120	24.30%	61,718	58,058	-5.93%
Other insurance related activities	524290	8.08%	20,531	22,086	7.58%



Management of companies and enterprises	551100	3.01%	7,656	7,943	3.75%
Insurance and employee benefit funds	525100	1.28%	3,261	3,616	10.91%
State government, excluding education and hospitals	929200	0.94%	2,377	2,100	-11.68%
General medical and surgical hospitals, public and private	622100	0.76%	1,924	1,917	-0.36%
Offices of physicians	621100	0.69%	1,752	1,986	13.39%
Employment services	561300	0.55%	1,403	1,598	13.91%
Office administrative services	561100	0.48%	1,214	1,385	14.11%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	0.48%	1,226	1,324	7.93%
Depository credit intermediation	522100	0.48%	1,207	1,108	-8.24%
Accounting, tax preparation, bookkeeping, and payroll services	541200	0.37%	934	997	6.74%
Self-employed workers, primary job	000601	0.36%	912	875	-4.12%
Other financial investment activities	523900	0.32%	810	1,027	26.84%

Top Industries for Data Entry Keyers

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Employment services	561300	17.13%	53,669	54,340	1.25%
Data processing, hosting, and related services	518200	5.80%	18,165	19,646	8.15%
Accounting, tax preparation, bookkeeping, and payroll services	541200	4.07%	12,769	12,115	-5.12%
Management, scientific, and technical consulting services	541600	2.74%	8,576	12,248	42.82%
Depository credit intermediation	522100	2.63%	8,233	6,715	-18.44%
Local government, excluding education and hospitals	939300	2.46%	7,715	6,933	-10.13%
Elementary and secondary schools, public and private	611100	2.44%	7,651	6,451	-15.70%
Postal service	491100	2.37%	7,436	6,056	-18.56%
Computer systems design and related services	541500	2.31%	7,238	7,818	8.01%
Management of companies and enterprises	551100	2.30%	7,211	6,651	-7.78%
State government, excluding education and hospitals	929200	2.06%	6,471	5,080	-21.50%
Religious organizations	813100	1.80%	5,646	5,420	-3.99%
Direct insurance (except life, health, and medical) carriers	524120	1.74%	5,450	4,557	-16.38%



General medical and surgical hospitals, public and private	622100	1.71%	5,368	4,754	-11.43%
Colleges, universities, and professional schools, public and private	611300	1.51%	4,742	4,244	-10.50%